

# Milnbank Messenger



Edition 46, Summer 2023



Welcome to our Summer edition of the Milnbank Messenger!



**Working as "One Milnbank,"  
so we offer the same quality  
of services, support and  
housing to tenants  
& residents.**

## **MHA's New Business Plan for 2023/26**

MHA's Mission is to provide  
excellent homes and services  
in a thriving community.

Always putting our customers  
and the community first

Getting things right first time

Aiming for excellence and  
continuous improvement

Working together and  
valuing each other

Taking a "can-do" approach  
in everything we do

Being accountable to  
residents and the community

Working in a creative  
and innovative way

# MHA priorities

## for Year 1 of the plan (2023/24)

### 1 Customer Services

- Develop a **Customer Services Strategy**.
- Implement plans to introduce **patch-based housing officers**.
- Conduct **research into tenants' future needs**, expectations, & aspirations about homes and services.
- Promote use of the MHA **digital communication methods**.
- Assist tenants move from **HB to UC**, manage threats to MHA's rental income.
- Work with GHSCP to increase **homeless referrals** and the introduction of the Housing First policy.

### 2 Asset Management

- Develop an **Asset Management Strategy** (AMS) to deliver business objectives, financial viability, compliance & safeguarding all stakeholders.
- Monitor and effectively manage the **performance of existing assets** to assess whether the current or future homes are fit for purpose.
- Take account of the recent **SHR guide** to asset management.
- Develop an **appraisal model** to scrutinise the performance of MHA homes.

### 3 Community Support

- Provide & enable a range of **community support services**.
- Review the **affordability of existing wider role commitments** & agree future priorities.

### 4 Factoring

- **Business review** carried out to assess MPS's current role and performance.
- Conduct an **options appraisal** to review the feasibility of expanding the factoring service.

### 5 Governance and Organisational Management

- Maintain **compliance** with regulatory standards and guidance.
- Retain & attract local people to serve on the **MC & subsidiary Boards**.
- Continue meetings to **promote MC membership**, community involvement.
- Implement & monitor the changes made to **MHA Organisational Review**.
- Evaluate **governance & staffing structure**.
- Implement the **Digital Transformation Strategy**.

### 6 Value for Money (VFM)

- Develop an MHA-wide **VFM Strategy** across the MHA business.
- **Tenant engagement** to understand their needs & priorities for VFM.
- Improved performance on **VFM indicators** where MHA's results are significantly poorer than our peer group.
- **Control running costs** & reduce non-essential expenditure, maximise resources available for investment in tenants' homes.
- Seek opportunities for efficiencies in **procurement**.
- Continue to implement the new MHA **rent structure**.
- Develop a **financial plan** for covering costs & funding required for investment in the housing stock. Include future rent increases, continue VFM.
- Test **rent affordability** against the MHA benchmark.

## Important Notice - Managed Migration

**The DWP will commence the above migration of Working/Child Tax Credits to Universal Credit (UC). Claimants will receive a letter confirming tax credits entitlement will end within a 3-month period and at this point, **you must claim UC.** Most people will not be worse off as transitional protection will be maintained.**

Failure to comply within the migration timescale means you will lose your transitional protection and potentially become worse off. The migration notice can be cancelled by DWP if this was issued in error or if the DWP considers it in the interest of the claimant (e.g., complex needs or in exceptional circumstances).

For Couples - both will be issued with a migration notice as both must make claims for UC. When either of the couple make a claim for UC, Tax Credits and all other Legacy Benefits will cease. **Tenants who are couples moving from Tax Credits to UC, must make both claims together.** If you were a joint tenant and this has now changed, please ensure you contact MHA to update your tenancy as this will affect your entitlement to UC.

All UC claimants have a commitment to comply with claims. The government have started a new employment drive to help people back to work or to increase working hours. You will be asked, on a weekly basis, to attend work focused appointments for a 13-week period, failure to comply will result in sanctions. You may also be asked to attend a two-week course daily, and if you do not comply, this will result in sanction. If sanctioned there is an appeal process.

### Rosemount Learning Centre

Free additional support services:

- Literacy Monday afternoons
- IT classes Wednesday 1.30pm to 3pm
- Employability Thursday afternoons

If interested, please contact the Income Maximisation team or [admin@milnbank.org.uk](mailto:admin@milnbank.org.uk). These services will help to comply with UC & claimant commitment.

## Scottish Housing Regulator

The Scottish Housing Regulator annually reviews its engagement with housing providers against the Regulatory Standards of Governance & Financial Management. From May 2023, MHA's status was compliant. MHA will continue to keep the SHR updated on future proposed rent increases and the financial impact of our development plans.



Scottish Housing  
Regulator



Glasgow Libraries in partnership with Macmillan Cancer Support, provide free, reliable, easy to understand cancer information and support to everyone to reduce barriers people accessing cancer care can face. Trained volunteers provide cancer support like counselling and welfare rights and information at Glasgow Libraries is provided in-person for people living with or beyond cancer, family, friends or carers, people who are bereaved etc. Talking about what you are going through can be a big help. Our drop-in services give you this opportunity in a warm, welcoming, and safe environment.

**The Denniston Library drop in is every Thursday between 1pm and 3pm.**

For more information, please contact Stefanie from the Macmillan @ Glasgow Libraries team on **0141 287 2903** (you may need to leave a voicemail) or **macmillan@glasgowlife.org.uk**  
**website: [glasgowlife.org.uk/libraries/macmillan-glasgow-libraries/cancer-support-and-information](https://glasgowlife.org.uk/libraries/macmillan-glasgow-libraries/cancer-support-and-information).**

## Communication

As part of our new Business Plan, MHA recognises the need to showcase the positive impact of our work in the community and we are working on ways to do this. The ongoing digital strategy work will assist with achieving this. However, the key to continued effective communication with tenants, owners, and other customers, is to positively engage and seek feedback. Existing methods like face-to-face interviews, home visits, focus groups etc, will remain. The areas that will be revamped include our social media channels, launching a new website and redesigning the newsletter to encourage feedback from tenants and owners.

**What are your views on the Milnbank Messenger? – Please tell us!**



If you scan the undernoted QR code, this will direct you to a short, simple survey monkey relating to the Association's newsletter, the Milnbank Messenger. Thank you in advance for participating.

## Remembering Rosemary



Everyone at MHA was extremely sad to hear that Rosemary Breslin passed away in early May. Rosemary worked at the Association since 1985 and she was a firm favourite of the residents. There was absolutely nothing Rosemary wouldn't do to help somebody, especially our elderly and those tenants who need support. Many an occasion, and often at weekends, Rosemary worked in her own time, and she went above and beyond to help people. Rosemary's caring nature and her genuine love for people epitomised what a community-based housing association is all about. Several residents have commented that they miss seeing Rosemary walking around the community with her trademark 'big hair' and white glasses! A huge Thank You for your dedication and commitment over the years. Rosemary, you will be missed more than you will ever know.

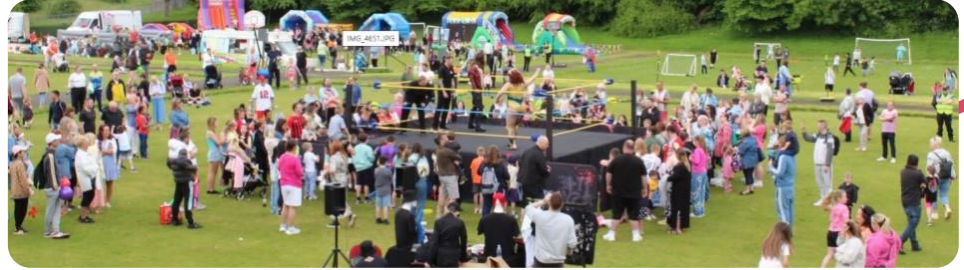


Look out for our new Customer Services Strategy which is being designed to meet the evolving needs of our residents and to align to modern expectations in ways MHA communicates with tenants and owners.

# Our Glorious Gala Day

## Big Lottery

MHA were successful in securing £20,000 from the Big Lottery, Community Anchor Fund. This was used to support 881 households by issuing food vouchers and fuel top ups. Thanks to our funding partners for this crucial support shown to our community.



**A huge Thank You to everyone for attending our recent gala day. This event wouldn't be possible without the efforts of so many people.**

Thank you to GCC Area Partnership & J Frew for funding, MHA Social Club, MC & staff. Special thanks to our wonderful bank of volunteers who also helped. These are Moira Young, Linda Cameron, Mary McNab, Catherine Elliott, Alexandra Burke, Adrian McAulay, Chanel Ferguson, Sheena Richardson, Ellie Thompson, Elizabeth Bell.



Thanks to Burnfield Demolition for the generous donation towards food pantry (£1,000) and Easter Egg donation.

## MHA Food Pantries

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**Bluevale Hall:**  
Thursday, 1pm - 3pm

**Harcourt Drive Unit:**  
Thursday, 12.30pm - 2.30pm then 6pm - 7pm



# Summer of Health & Wellbeing

with Milnbank Housing Association



## Weekly Timetable at the Sports Hub

Mon	9.00am - 5.00pm	Free access to community sports activities
	10.00am - 12.00pm	Summer Camp - Multi Sports Activities (4 - 16 years)
	11.00am - 12.00pm	Monday Motivation with Derek - Free Fitness Class For All
	1.00pm - 3.00pm	Family Fun Sessions - Coach Led Multi Sports for all ages
Tue	9.00am - 5.00pm	Free access to community sports activities
	10.00am - 12.00pm	Summer Camp - Multi Sports Activities (4 - 16 years)
	11.00am - 12.00pm	Health Walk - Free Walk Leader Guided Activity
	12.00pm - 1.00pm	Wee Blether Café - Free tea, coffee and snacks
	1.00pm - 3.00pm	Family Fun Sessions - Coach Led Multi Sports for all ages
Wed	9.00am - 5.00pm	Free access to community sports activities and Bike Hub
	10.00am - 12.00pm	Summer Camp - Multi Sports Activities (4 - 16 years)
	11.00am - 12.00pm	Wellness Wednesday with Derek - Free Wellbeing Group
	1.00pm - 3.00pm	Family Fun Sessions - Coach Led Multi Sports for all ages
	1.30pm - 4.00pm	Digital Learning Class - Free with Rosemount Lifelong Learning
Thu	9.00am - 5.00pm	Free access to community sports activities and Bike Hub
	10.00am - 12.00pm	Summer Camp - Multi Sports Activities (4 - 16 years)
	12.30pm - 1.30pm	Tai Chi with Jan - Free Fitness Class for All
	1.00pm - 3.00pm	Family Fun Sessions - Coach Led Multi Sports for all ages
Fri	9.00am - 5.00pm	Free access to community sports activities and Bike Hub
	10.00am - 12.00pm	Summer Camp - Multi Sports Activities (4 - 16 years)
	11.00am - 12.00pm	Health Walk - Free Walk Leader Guided Activity
	12.00pm - 1.00pm	Wee Blether Café - Free tea, coffee and snacks
	1.00pm - 3.00pm	Family Fun Sessions - Coach Led Multi Sports for all ages
Sat	9.30am - 4.30pm	Free access to community sports activities and Bike Hub
Sun	9.30am-4.30pm	Free access to community sports activities and Bike Hub
	12.30pm-1.30pm	Sunday Circuits with Derek - Free Fitness Class For All



Scan the QR code for further info and to book your activities. Or contact John at the sports hub on [j.gormlie@milnbank.org.uk](mailto:j.gormlie@milnbank.org.uk) or visit [www.alexandraparksportshub.org.uk/bookings](http://www.alexandraparksportshub.org.uk/bookings)

# Health & Safety matters for MHA's Residents

## Stair Aware

Fire safety is a top priority for the Association to ensure that we do everything we can to keep Tenants, Residents, and visitors safe.

For your part - we ask that all closes, shared internal areas, landings and stairwells are always kept free of all items and personal possessions. We understand the thinking of some residents in that a few items stored in a close may not appear to pose a risk. However, in a dark, smoke-filled area, any item could help fire to spread and cause a hazard which prevents escape.

If you leave items in a close or communal area our staff will knock your door and ask you to remove them. If items remain, the Association may remove them and charge you for this. If an item poses a serious hazard or fire risk, MHA will remove it immediately.

## Gas Servicing

MHA is legally required to carry out an annual gas safety check on all our properties. As an MHA tenant, it is a requirement of the Tenancy Agreement to allow access for the inspection to be carried out. To assist access, tenants can arrange to leave their keys at the Association's office.

## Find My Gas Engineer...

Gas Sure carry out the Association's Gas Maintenance work and have launched a new online service where tenants can track the progress of the engineers planned visit. Whenever a service or repair call is booked with Gas Sure, tenants will be given a link by email or text that allows them to see details of when the job is planned. On the day of the service, tenants will receive an estimated time of the engineer's arrival (normally within a 15-minute timescale) and allow tenants to track the engineer.

## Smell gas?

If you smell gas, call the National Gas Emergency Service immediately on 0800 111 999.

## Electrical Installation Inspections

Electrical Installation Condition Report (EICR) inspections are carried out at least every five years in all properties. The Association appreciates your co-operation for allowing access for the inspections to be carried out.

## Fire Safety

Fire doors within your property help prevent the spread of smoke and flames in the event of a fire in the building. We would, therefore, ask that you do not remove self-closing devices or wedge open doors.

If the self-closing device on a fire door in your home is not operating, please report this to the MHA immediately. It is important that fire door closing devices are maintained for their full benefit in the event of fire.



## Smoke Alarms

Your smoke alarms are checked at your annual Gas Safety check, however we recommend that you test your smoke alarm regularly. Please do not remove or cover your smoke alarms. If you are unsure about how to do this, please contact our maintenance team.





### Damp & Condensation

Unfortunately, some MHA tenants experience dampness and/or condensation within their homes, especially during the winter months. MHA staff recently received training on how to assist and support tenants in trying to resolve dampness, condensation, and mould. If you require help regarding this, please contact the office to arrange an inspection to give advice and to determine any works that are required.

## Repairs & Maintenance: see it, report it!

If you notice a hazard or anything you feel poses a risk to safety, please let us know by emailing [admin@milnbank.org.uk](mailto:admin@milnbank.org.uk) and providing a picture where possible or call the Maintenance team on **0141 551 8131** (Option 2).

Where there are faults with street lighting, public paths, and roads condition, please report this directly to Glasgow City Council via the following routes:

- MyGlasgowApp
- GCC MyAccount
- Roads and Lighting Faults (RALF) - **0800 373635**

## Component Replacement Programme Update

The above forms part of MHA's Asset Management Strategy which attempts to reconcile activities associated with maintaining stock in a good condition, meet the aspirations of tenants and achieve compliance with legislative and regulatory requirements whilst ensuring MHA's assets remain fit for purpose.

**Stock Condition Survey/Data Collection** – MHA continues to collect data. To date, we have surveyed 85% of internal stock and we aim to achieve 100% by the end of March 2024.

**Stonework repairs** – We have carried out urgent stonework repairs where necessary and a comprehensive contract affecting one area later in the year.

**Renewal of windows** – At the same time as the stonework repairs, new windows will be fitted where required as part of the stock condition survey.

**Bathroom and kitchen renewals** – Where necessary, we will install new kitchens or bathrooms, and, where feasible, comply with Scottish Housing Quality Standards. All properties will be surveyed to develop a programme of works which is affordable and reflective of our Life Cycle Costing Exercise.

**Heating upgrades** – To improve energy performance and work towards the necessary standards, new boilers and upgrade existing electric central heating systems will be installed this year as we are conscious of the need to reduce heating bills. We will implement our planned renewal programme, continue to carry out significant cyclical works to safeguard the properties in the longer term, ensuring VFM is achieved while maximising lifespans of the components.

## Tenants Satisfaction Survey (TSS)

Thank you to the 700 tenants (40%) who participated in the recent Tenants Satisfaction Survey (TSS). The feedback was very positive with 91.57% overall satisfaction with MHA services, no tenant expressed the view they were extremely dissatisfied with any aspect of the service provided by MHA. A summary of the results was as follows:

Keeping tenants informed	98%
Rent charges represent good VFM	95%
Opportunity to participate in decision making	94.86%
Managing the neighbourhood	95.57%
Quality of home	93.28%
Repairs service	91.85%
Overall satisfaction with services	91.57%
Do you agree that MHA should continue to deliver wider role services?	Y - 97.7% N - 2.3%
Do you agree that these services represent value for money?	Y - 91.85% N - 2.29% DK - 5.86%
How do you think the area would be if there was not a Community Controlled Housing Association in operation?	Worse - 96.29% Same - 3.71% Better - 0%
How often would you wish to participate in a Tenants Survey?	Yearly - 74.1% 3 years - 21.6% 5 years - 0%
What is your preferred method of contacting regarding the Tenants Survey?	Face - 16.57% Phone - 80.29% Letter, Email or Online - 0%
Would you be interested in becoming more involved in how MHA operates (e.g., joining committee, Focus Group etc)?	Y - 6.14% N - 93.86%
Do you have access to the internet, or do you have any plans to arrange access in the future	Y - 92.86% N - 5.57%
Would it be beneficial for you if MHA made information available on social media?	Y - 80.57% N - 19.43%
If yes, which social media platform would you prefer?	Facebook - 41.85% Twitter - 32.29% Email - 22.86%

## Action Plan 2023 TSS

Using the feedback from the TSS, the undernoted Action Plan has been produced following MC approval.

You said	We did
Provide updates on component replacements (e.g., new kitchens).	An update will be provided in each edition of the Messenger and on the website.
Concerns around affording to heat homes, levels of insulation, especially in the current cost of living crisis.	It is planned to provide an update in the next newsletter. Tenants are advised to make an appointment with our Income Maximisation Team to assess eligibility for financial support.
Several tenants would like an annual survey.	As well as the 3 yearly TSS, MHA will continue to conduct smaller surveys on our services on an on-going basis.
Most tenants agreed for MHA to have a Facebook page for updated activities.  Several tenants' communication preference is via telephone.	MHA's digital strategy includes introducing a 'closed' Facebook to go live within the next few months.  Telephone surveys will also continue.
More than 40 tenants indicated they would be interested in becoming more involved in MHA's work.	All tenants who expressed an interest will be contacted with a view to developing Tenant Participation.
Our wider role community services were generally welcomed and provide VFM. Some were unclear of the costs.	The current organisation re-structure & VFM work, includes looking at the wider role activities and will include the invaluable contribution of our volunteers.

### Patch Breakdown (letters to all tenants will be issued shortly)

No.	Area	Patch HSO
Patch 1	Roebank Street   Coventry Drive   Armadale areas	Lori Strang
Patch 2	Cathedral square   Cardross street area   Great eastern   Bluevale area	Pauline Hamilton
Patch 3	Appin Crescent   Appin Road   Marwick Street 4-36 Walter Street   Cumbernauld Road Birkenshaw Street   1-41 Corsock Street	John Deasy
Patch 4	Aberdour Street   Aberfeldy Street   Aberfoyle Street   10-106 Aitken Street   45-122 Walter Street	Robert Imrie
Patch 5	51+ Corsock Street   Todd Street   Ledaig Street Irongray Street   Edinburgh Road	Mary Hegazy

## Direct Debits

### Rent Payments

A Direct Debit (DD) is an arrangement made with your bank that allows a rent payment to come out of your account on an agreed date (weekly or monthly). They are easy to set up and any changes to the amounts paid must be notified to you in advance – you remain in control. Signing up to DD has the potential to save MHA paying for bank charges. This money could be better spent on providing services. MHA is offering a £25 gift card to the first 5 tenants who meet the undernoted criteria and sign up to pay their rent by DD **before 31 August 2023**. The terms and conditions are:

- You must be a new DD customer.
- You have a clear rent account.
- You must have your DD arrangement in place for a minimum of six months.
- You will receive your gift card when you have made six rent payments by DD.

If you would like to sign up for the above, please contact the office.

## Dog Fouling

**Dog owners are politely reminded that dog fouling in common backcourts and gardens is strictly prohibited.**

If you witness someone not disposing of dog waste correctly, you can report it to Glasgow City Council either by using the app **MYGLASGOW** or by phoning **0300 343 7027**.

If owners do not dispose of their dog's waste in the correct way and they are caught, they could receive a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act 2003. (Increases to £100 if not paid within 28 days).

### Dealing with Anti-Social Behaviour (ASB)

Are you aware most minor incidents (non-emergency) can be reported online, and can be **anonymous?**

[scotland.police.uk/secureforms/c3/](https://scotland.police.uk/secureforms/c3/)

[contactus@scotland.police.uk](mailto:contactus@scotland.police.uk)

## Hate Crime

MHA operates a zero-tolerance policy regarding hate crime as well as ASB, and racial harassment. Sometimes victims or witnesses of hate crime don't feel comfortable reporting the incident to the police. MHA works in partnership with Police Scotland as third-party reporters which means MHA staff can take a report of Hate Crime from anyone who wishes to report it, we will then report to Police Scotland on your behalf. If you'd prefer to remain anonymous, you can call Crimestoppers on: **0800 555 111**.

## Emergency Numbers

**Milnbank Housing Association:** 0141 551 8131

### Scottish Power

Electricity Failures: 0800 0929 290 or 105

**Scottish Gas Networks (SGN):** 0800 111 999

**Scottish Water (Emergencies):** 0800 0778 778

**Street Lighting:** 0800 373 635

**Close Lighting:** 0141 551 8131

**Police Scotland:** 101

- These numbers should be used for emergencies only.
- Repairs during office hours should be reported to the Association office on 0141 551 8131.
- Please keep this list handy.

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